

# **Anionic Surfactants ISM**





# Dear Customer,

Thank you for choosing a Hanna Instruments product.

Please read this instruction manual carefully before using the instrument.

This manual will provide you with the necessary information for correct use of the instrument, as well as a precise idea of its versatility.

If you need additional technical information, do not hesitate to e-mail us at tech@hannainst.com or view our worldwide contact list at www.hannainst.com.

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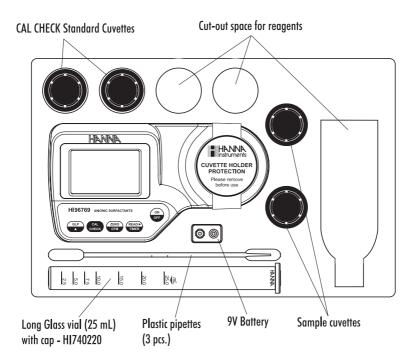
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Please examine this product carefully. Make sure that the instrument is not damaged. If any damage occurred during shipment, please contact your local Hanna Instruments Office.

Each H196769 Ion Selective Meter is supplied complete with:

- Sample Cuvettes and Caps (2 pcs.)
- CAL Check<sup>™</sup> Standard Cuvettes
- One long glass vial (25 mL) with cap
- Three plastic pipettes
- 9V Battery
- Cloth for wiping cuvettes
- Instrument Quality Certificate
- Instruction Manual and Quick Reference Guide
- Rigid carrying case

Note: Save all packing material until you are sure that the instrument works correctly. Any defective item must be returned in its original packing.



The H196769 is an auto diagnostic portable microprocessor meter that benefits from Hanna Instruments' years of experience as a manufacturer of analytical instruments. It has an advanced optical system based on a special tungsten lamp and a narrow band interference filter that allows most accurate and repeatable readings. All instruments are factory calibrated and the electronic and optical design minimizes the need of frequent calibration.

With the powerful **CAL Check**<sup>TM</sup> validation function, you are able to validate good performance of your instrument at any time. The validation procedure is extremely user friendly. Just use the exclusive Hanna Instruments ready-made, NIST traceable standards to verify the performance of the instrument and recalibrate if necessary.

All instruments are splash proof and the lamp and filter units are protected from dust or dirt by a transparent cup. This makes the instruments fulfill field applications. Display messages aid the user in routine operations. The meter has an auto-shut off feature that will turn off the instrument after 10 minutes of non use in measurement mode or after 1 hour if left in calibration mode.

The meter uses an exclusive positive-locking system to ensure that the cuvette is in the same position every time it is placed into the measurement cell. It is designed to fit a cuvette with a larger neck making it easier to add both sample and reagents. The cuvette is made from special optical glass to obtain best results.

The HI96769 meter measures the Anionic surfactants in the 0.00 to 3.50 mg/L (ppm) range, in drinking, surface and waste waters. The method is an adaptation of the USEPA method 425.1 and Standard Methods for the Examination of Water and Wastewater, 20<sup>th</sup> edition, 5540C, Anionic Surfactants as MBAS.

The reagent is in liquid form and is supplied in bottles. The amount of reagent is precisely dosed to ensure the maximum repeatability.

- °C: degree Celsius
- °F: degree Fahrenheit

USEPA: US Environmental Protection Agency

- mg/L: milligrams per liter. mg/L is equivalent to ppm (parts per million)
  - mL: milliliter
  - mV: millivolt
  - LCD: Liquid Crystal Display

SDBS: Sodium Dodecyl Benzene Sulfonate

**SPECIFICATIONS** 

Range	0.00 to 3.50 mg/L (as SDBS)			
Resolution	0.01 mg/L			
Accuracy @25 °C (77 °F)	$\pm 0.04$ mg/L $\pm 3$ % of reading			
Light Source	Tungsten lamp			
Light Detector	Silicon Photocell with narrow band interference filter @610 nm			
Method	Adaptation of the USEPA method 425.1 and Standard Methods for the Examination of Water and Wastewater, 20 <sup>th</sup> edition, 5540C, Anionic Surfactants as MBAS.			
Environment	0 to 50 °C (32 to 122 °F) max 95 % RH non-condensing			
Battery Type	9V (1 pc.)			
Auto-Shut off	After 10' of non-use in measurement mode; after 1 hour of non-use in calibration mode; with last reading reminder			
Dimensions	192 x 104 x 69 mm (7.6 x 4.1 x 2.7")			
Weight	320 g (11.3 oz.)			
REQUIRED REA	AGENTS			
Code		Description	Quantity/test	

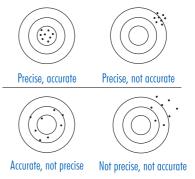
Code	Description	Quantity/test
HI95769A-0	Anionic Surfactants Reagent A	4 drops
HI95769B-0	Anionic Surfactants Reagent B	2 drops
	Chloroform	10 mL
	Dionized Water	15 mL

**Precision** is how closely repeated measurements agree with each other. Precision is usually expressed as standard deviation (SD).

**Accuracy** is defined as the nearness of a test result to the true value.

Although good precision suggests good accuracy, precise results can be inaccurate. The figure explains these definitions.

In laboratory using a standard solution of 1.00 mg/L SDBS and a representative lot of reagents, an operator obtained with a single instrument a standard deviation of 0.04 mg/L.



Absorption of Light is a typical phenomenon of interaction between electromagnetic radiation and matter. When a light beam crosses a substance, some of the radiation may be absorbed by atoms, molecules or crystal lattices.

If pure absorption occurs, the fraction of light absorbed depends both on the optical path length through the matter and on the physical-chemical characteristics of the substance according to the Lambert-Beer Law:

$$\begin{array}{c} \text{-log I/I}_{\circ} = \varepsilon_{\lambda} \text{ c d} \\ \text{or} \\ \text{A} = \varepsilon_{\lambda} \text{ c d} \end{array}$$

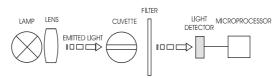
Where:

-log I/I Absorbance (A) = I intensity of incident light begm = Ι intensity of light beam after absorption = molar extinction coefficient at wavelenath  $\lambda$ ε, = molar concentration of the substance С = р optical path through the substance =

Therefore, the concentration "c" can be calculated from the absorbance of the substance as the other factors are known.

Photometric chemical analysis is based on the possibility to develop an absorbing compound from a specific chemical reaction between sample and reagents. Given that the absorption of a compound strictly depends on the wavelength of the incident light beam, a narrow spectral bandwidth should be selected as well as a proper central wavelength to optimize measurements.

The optical system of Hanna Instruments' H196 series colorimeters is based on special subminiature tungsten lamps and narrow-band interference filters to guarantee both high performance and reliable results.



HI96 series block diagram (optical layout)

A microprocessor controlled special tungsten lamp emits radiation which is first optically conditioned and beamed to the sample contained in the cuvette. The optical path is fixed by the diameter of the cuvette. Then the light is spectrally filtered to a narrow spectral bandwidth, to obtain a light beam of intensity  $I_o$  or I.

The photoelectric cell collects the radiation I that is not absorbed by the sample and converts it into an electric current, producing a potential in the mV range.

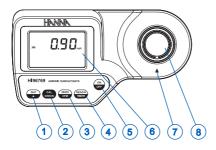
The microprocessor uses this potential to convert the incoming value into the desired measuring unit and to display it on the LCD.

The measurement process is carried out in two phases: first the meter is zeroed and then the actual measurement is performed.

The cuvette has a very important role because it is an optical element and thus requires particular attention. It is important that both, the measurement and the calibration (zeroing) cuvettes, are optically identical to provide the same measurement conditions. Whenever possible use the same cuvette for both. It is necessary that the surface of the cuvette is clean and not scratched. This to avoid measurement interference due to unwanted reflection and absorption of light. It is recommended not to touch the cuvette walls with hands.

Furthermore, in order to maintain the same conditions during the zeroing and the measuring phases, it is necessary to close the cuvette to prevent any contamination.

### **INSTRUMENT DESCRIPTION**



- 1) **GLP/**▲ key
- 2) CAL CHECK key
- 3) ZERO/CFM key
- 4) **READ►/TIMER** key
- 5) ON/OFF key
- 6) Liquid Crystal Display (LCD)
- 7) Cuvette alignment indicator
- 8) Cuvette holder

### **KEYPAD DESCRIPTION**

- ON/OFF: to turn the meter on and off.
- ZERO/CFM: to zero the meter prior to measurement, to confirm edited values or to confirm factory calibration restore.
- READ /TIMER: this is a multi-functional key. In measurement mode, press to make a
  measurement, or press and hold for three seconds to start a pre-programmed countdown prior
  to measurement. In GLP mode press to view the next screen.
- CAL CHECK: this is a bi-functional key. Just press to perform the validation of the meter, or press and hold for three seconds to enter calibration mode.
- GLP/▲: this is a bi-functional key. Just press to enter GLP mode. In calibration mode press to edit the date and time.

### **OPERATING MODES**

- Measurement mode: default operation mode, enables both validation and measurement.
- Calibration mode: may be entered by keeping CAL CHECK pressed for three seconds (the "CAL" tag appears), it enables calibration of the instrument.
- GLP mode: may be entered by pressing GLP/▲ ("GLP" appears), it enables consulting of user calibration date or restore factory calibration.

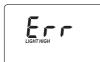
### DISPLAY ELEMENTS DESCRIPTION



- 1) The measuring scheme (lamp, cuvette, detector), appears during different phases of zero or reading measurement
- 2) Error messages and warnings
- 3) The battery icon shows the charge state of the battery
- 4) The hourglass appears when an internal check is in progress
- 5) Status messages
- 6) The chronometer appears when the reaction timer is running
- 7) The month, day and date icons appear when a date is displayed
- 8) Four digit main display
- 9) Measuring units
- 10) Four digit secondary display

The instrument shows clear messages when erroneous condition appears. Messages are also displayed when the obtained values are outside expected range. The beeper is playing a beep on errors.

### a) on zero reading



**Light High:** There is too much light to perform a measurement. Please check the preparation of the zero cuvette.



**Light Low:** There is not enough light to perform a measurement. Please check the preparation of the zero cuvette.

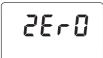


**No Light:** The instrument cannot adjust the light level. Please check that the sample does not contain any debris.

### b) on sample reading



Inverted Cuvettes: The sample and the zero cuvette are inverted.



Zero: A zero reading was not taken. Follow the instructions of the measurement procedure for zeroing the meter.



**Under Range:** A blinking **"0.00"** indicates that the sample absorbs less light than the zero reference. Check the procedure and make sure you use the same cuvette for reference (zero) and measurement.

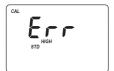


**Over Range:** A flashing value of the maximum concentration indicates an over range condition. The concentration of the sample is beyond the programmed range: dilute the sample and re-run the test.

### c) during calibration procedure



Standard Low: The standard reading is less than expected.

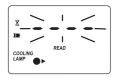


Standard High: The standard reading is higher than expected.

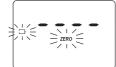
### d) other errors and warnings



**Cap Error:** Appears when external light enters in the analysis cell. Assure that the cuvette cap is present.



Cooling Lamp: The instrument waits for the lamp to cool down.



Battery Low: The battery must be replaced soon.



**Dead Battery:** This indicates that the battery is dead and must be replaced. Once this indication is displayed, normal operation of the meter will be interrupted. Change the battery and restart the meter. The instructions listed below should be carefully followed during testing to ensure best accuracy.

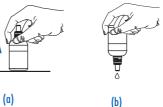
- For adding the exact amount of sample and deionized water to the cuvette it is strongly recommended to use two class A laboratory pipettes.
- Alternatively, fill the cuvette up to the 10 mL mark: the liquid in the cuvette forms a concavity on the top; the bottom of this concavity must be at the same level of the 10 mL mark.
- Proper use of dropper:
  - (a) to get good reproducible results, tap the dropper on the table for several times and wipe the outside of the dropper with a cloth.
  - (b) always keep the dropper bottle in a vertical position while dosing the reagent.

- (a) (b)
   Color or suspended matter in large amounts may cause interference, therefore these should be
- removed by treatment with active carbon and by prior filtration.
- It is important that the sample does not contain any debris. This would corrupt the reading.
- Each time the cuvette is used, the cap must be tightened to the same degree.
- In order to avoid reagent leaking and to obtain more accurate measurements, it is recommended to close the cuvette first with the supplied HPDE plastic stopper and then with the black cap.









Whenever the cuvette is placed into the measurement cell, it must be dry outside, and completely
free of fingerprints, oil or dirt. Wipe it thoroughly with HI731318 or a lint-free cloth prior to
insertion.



- Shaking the cuvette can generate bubbles in the sample, causing higher readings. To obtain accurate measurements, remove such bubbles by swirling or by gently tapping the cuvette.
- Do not let the reacted sample stand too long after reagent is added, or accuracy will be lost.
- It is possible to take multiple readings in a row, but it is recommended to take a new zero reading for each sample and to use the same cuvette for zeroing and measurement.
- After the reading it is important to discard immediately the sample, otherwise the glass might become permanently stained.
- All the reaction times reported in this manual are referred to 25 °C (77 °F). In general, the reaction time should be increased for temperatures lower than 20 °C (86 °F), and decreased for temperatures higher than 25 °C (77 °F).
- In order to maximize accuracy, prior to a measurement follow the validation procedure to be sure that the instrument is properly calibrated. If necessary, calibrate the instrument.

Prepare the instrument for measurement as follows:

- Unpack the instrument by removing the dust protection sleeve from the instrument cuvette holder.
- Place the battery in the instrument as described in the "BATTERY REPLACEMENT" chapter.
- Place the instrument on a flat table.
- Do not place the instrument under direct sun light.

• Turn the meter on by pressing ON/OFF. The display briefly shows all tags on.



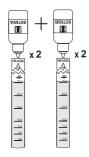


• When the beeper sounds briefly and the LCD displays dashes, the meter is ready. The blinking "ZERO" indicates that the instrument needs to be zeroed first.



• Fill the graduated glass vial with 25 mL of sample. For most accurate results, use of a class A laboratory pipette is strongly recommended. Alternatively, it is possible to use the plastic pipette, to fill the glass vial up to the 25 mL mark.

• Add 2 drops of H195769A-O Anionic Surfactants Reagent A and 2 drops of H195769B-O Anionic Surfactants Reagent B.

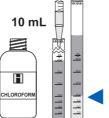


• Close the glass vial with its cap and invert to mix. The solution will turn blue.



Add exactly 10 mL of Chloroform reagent. For most accurate results, use a class A glass laboratory
pipette is strongly recommended.

Alternatively, it is possible to use another clean plastic pipette to fill the vial up to the 10 mL mark.



Note: Chloroform is heavier than water thus it will sink to the bottom of the graduated glass vial; Do not mix up the pipettes.

• Close tightly the glass vial with its cap and shake it vigorously for 30 seconds. Note: Block the cap with a finger during shaking.



 Press and hold READ /TIMER for three seconds and the display will show the countdown. The beeper is playing a beep at the end of countdown period.



Alternatively, wait for 2 minutes leaving the vial capped and undisturbed

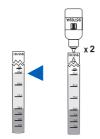
During this period, the chloroform layer separates from the aqueous layer: the color of the aqueous layer will fade slightly if anionic surfactants are present, while the chloroform layer will turn blue.



- Remove the cap.
- Using the long plastic pipette, remove the upper aqueous layer and discard. Do not remove the lower chloroform layer.



- Add to the vial about 15 mL of deionized water, up to the 25 mL mark.
- Add 2 drops of H195769A-0 Anionic Surfactants Reagent A.



• Close tightly the glass vial with its cap and shake it vigorously for 30 seconds. *Note: Block the cap with a finger during shaking.* 



• Press and hold **READ**►/TIMER for three seconds and the display will show the countdown. The beeper is playing a beep at the end of countdown period.



Alternatively, wait for 2 minutes leaving the vial capped and undisturbed During this period, the chloroform layer separates from the aqueous layer.



- Remove the cap.
- Insert a clean plastic pipette below the upper aqueous layer to transfer only the lower chloroform layer into a cuvette paying attention not to transfer the upper aqueous layer too.



• The solution in the cuvette must be limpid.

- If the solution is clouded, you can improve separation between the chloroform and aqueous layers by gently warming the cuvette (for instance by holding the cuvette in the hand).
- If the chloroform layer contains some aqueous drops hanging on the cuvette wall, gently swirl or invert the cuvette.
- It is important to transfer at least 7 mL of chloroform layer into the measurement cuvette, thus
  up to 0.5 cm (1/4") below the 10 mL mark. If the transferred volume is lower than 7 mL, the
  accuracy of the test may be affected. Please repeat the test waiting for longer than 2 minutes,
  to allow complete separation between the two phases.

#2

• Cap the cuvette. This is the reacted sample (#2).

• Fill another cuvette with 10 mL of Chloroform reagent up to the 10 mL mark and place the cap. This is the blank (#1).



• Place the blank (cuvette #1) into the cuvette holder and ensure that the notch on the cap is positioned securely into the groove.



• Press **ZERO/CFM** and the lamp, cuvette and detector icons will appear on the display, depending on the measurement phase.



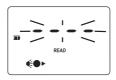
• After a few seconds, the display will show "-0.0-". The meter is now zeroed and ready for measurement.

- Remove the cuvette.
- Place the reacted sample (cuvette #2) into the cuvette holder and ensure that the notch on the cap is positioned securely into the groove.



 Press READ>/TIMER. The lamp, cuvette and detector icons will appear on the display, depending on the measurement phase.





 At the end of measurement, the instrument directly displays concentration in mg/L (ppm) of anionic surfactants (MBAS) as SDBS on the LCD.



### **CONVERSION FACTORS**

The anionic detergent content is expressed as mg/L of SDBS.

Convert the reading to mg/L (ppm) of a different anionic detergent concentration (DX) of known molecular weight ( $MW_{nx}$ ), as follows:

 $DX (mg/L) = \frac{\text{Reading (mg/L SDBS) x MW}_{DX}}{348.48}$ 

### INTERFERENCES

Cationic surfactants	negative interterence
Absorption particulate matter	negative interference
Sulfide	negative interference
Organic sulfates, sulfonates	positive interference
Strong oxidants ( $Cl_2$ , $H_2O_2$ , $S_2O_8^{2-}$ , etc.)	negative interference

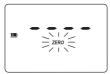
Highly buffered samples or with extreme pH may exceed the buffering capacity of the reagent: pH should be adjusted between 4 and 9 with diluted NaOH for acidic samples or with diluted HCl for alkaline samples, prior to addition of the reagent.

Use the validation procedure to ensure that the instrument is properly calibrated. Warning: Do not validate the instrument with any standard solutions other than the Hanna Instruments CAL Check<sup>™</sup> Standards, otherwise erroneous results will be obtained. For accurate validation, please perform test at room temperature: 18 to 25 °C (64.5 to 77.0 °F)

• Turn the meter on by pressing ON/OFF.



• When the beeper sounds briefly and the LCD displays dashes, the meter is ready.



• Place the **CAL Check™** Standard HI96769-11 Cuvette A into the cuvette holder and ensure that the notch on the cap is positioned securely into the groove.



Press ZERO/CFM and the lamp, cuvette and detector icons will appear on the display, depending
 on the measurement phase.



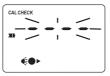
• After a few seconds, the display will show "-0.0-". The meter is now zeroed and ready for validation.

- Remove the cuvette.
- Place the **CAL Check**<sup>TM</sup> Standard HI96769-11 Cuvette B into the cuvette holder and ensure that the notch on the cap is positioned securely into the groove.



 Press CAL Check<sup>™</sup> and the lamp, cuvette and detector icons together with "CAL CHECK" will appear on the display, depending on the measurement phase.





• At the end of the measurement the display will show the validation standard value.

The reading should be within specifications as reported in the **CAL Check™** Standard Certificate. If the value is found out of the specifications, please check that the cuvettes are free of fingerprints, oil or dirt and repeat validation. If results are still found out of specifications, then recalibrate the instrument.

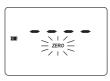
Note: It is possible to interrupt calibration procedure at any time by pressing CAL CHECK or ON/OFF keys.

**Warning**: Do not calibrate the instrument with standard solutions other than the Hanna Instruments **CAL Check™** Standards, otherwise erroneous results will be obtained. For accurate validation, please perform test at room temperature: 18 to 25 °C (64.5 to 77.0 °F)

• Turn the meter on by pressing ON/OFF.

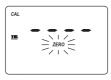


• When the beeper sounds briefly and the LCD displays dashes, the meter is ready.



• Press and hold CAL CHECK for three seconds to enter calibration mode. The display will show "CAL" during calibration procedure. The blinking "ZERO" asks for instrument zeroing.





• Place the **CAL Check™** Standard HI96769-11 Cuvette A into the cuvette holder and ensure that the notch on the cap is positioned securely into the groove.



• Press **ZERO/CFM** and the lamp, cuvette and detector icons will appear on the display, depending on the measurement phase.



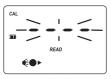
• After a few seconds the display will show "-0.0-". The meter is now zeroed and ready for calibration. The blinking "READ" asks for reading calibration standard.

- Remove the cuvette.
- Place the **CAL Check™** Standard HI96769-11 Cuvette B into the cuvette holder and ensure that the notch on the cap is positioned securely into the groove.



 Press READ /TIMER and the lamp, cuvette and detector icons will appear on the display, depending on the measurement phase.





• After measurement the instrument will show for three seconds the CAL Check™ Standard value.



Note: If the display shows "STD HIGH", the standard value was too high. If the display shows "STD LOW", the standard value was too low. Verify that both CAL Check<sup>TM</sup> Standards HI96769-11 Cuvettes, A and B are free of fingerprints or dirt and that they are inserted correctly.

 Then the date of the last calibration (e.g.: "01.08.2005") appears on the display, or "01.01.2005" if the factory calibration was selected before. In both cases the year number is blinking, ready for date input.



### DATE INPUT

• Press GLP/▲ to edit the desired year (2000-2099). If the key is kept pressed, the year number is automatically increased.



• When the correct year has been set, press ZERO/CFM or READ►/TIMER to confirm. Now the display will show the month blinking.



READ TIMER

or



 Press GLP/A to edit the desired month (01-12). If the key is kept pressed the month number is automatically increased.



 When the correct month has been set, press ZERO/CFM or READ►/TIMER to confirm. Now the display will show the day blinking.



 Press GLP/▲ to edit the desired day (01-31). If the key is kept pressed the day number is automatically increased.

Note: It is possible to change the editing from day to year and to month by pressing READ /TIMER.

• Press ZERO/CFM to save the calibration date.



• The instrument displays "Stor" for one second and the calibration is saved.



• The instrument will return automatically to the measurement mode by displaying dashes on the LCD.

In the GLP mode, the last user calibration date can be verified and the factory calibration can be restored.

### LAST CALIBRATION DATE

To display the calibration date:

 Press GLP/A to enter GLP mode. The calibration month and day will appear on the main display and the year on the secondary display.





• If no calibration was performed, the factory calibration message, "F.CAL" will appear on the main display and the instrument returns to measurement mode after three seconds.

### FACTORY CALIBRATION RESTORE

It is possible to delete the calibration and restore factory calibration.

• Press GLP/ to enter GLP mode.





 Press READ /TIMER to enter in the factory calibration restore screen. The instrument asks for confirmation of user calibration delete.

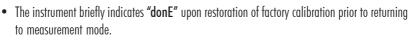




**BATTERY MANAGEMENT** 

Press ZERO/CFM to restore the factory calibration or press GLP/
 again to abort factory calibration restore.

ZERC





To save battery, the instrument shuts down after 10 minutes of non-use in measurement mode and after 1 hour of non-use in calibration mode.

If a valid measurement was displayed before auto shut off, the value is displayed when the instrument is switched on. The blinking "ZERO" means that a new zero has to be performed.

One fresh battery lasts for around 750 measurements, depending on the light level.

The remaining battery capacity is evaluated at the instrument startup and after each measurement.

The instrument displays a battery indicator with three levels as follows:

- 3 lines for 100 % capacity
- 2 lines for 66 % capacity
- 1 line for 33 % capacity
- Empty battery icon blinking if the capacity is under 10 %.

If the battery is empty and accurate measurements can't be taken anymore, the instrument shows "dEAd bAtt" and turns off.

To restart the instrument, the battery must be replaced with a fresh one.



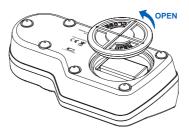


To replace the instrument's battery, follow the steps:

• Turn the instrument off by pressing ON/OFF.



• Turn the instrument upside down and remove the battery cover by turning it counterclockwise.



- Extract the battery from its location and replace it with a fresh one.
- Insert back the battery cover and turn it clockwise to close.

Reagents for 40 Anionic Surfactants tests
CAL Check™ Standard Cuvettes (1 set)
9V battery (10 pcs.)
20 mL Deionized rinse solution (25 pcs.)
25 mL glass test tubes with caps (2 pcs.)
Cloth for wiping cuvettes (4 pcs.)
Glass cuvettes (4 pcs.)
Caps for cuvettes (4 pcs.)
Cuvette cleaning solution (230 mL)
Carrying case

MAN96769 01/18

ACCESSORIES

### Recommendations for Users Before using these products, make sure that they are entirely suitable for your specific application and for the environment in which they are used. Operation of these instruments may cause unacceptable interferences to other electronic equipments, this requiring the operator to take all necessary steps to correct interferences.

Any variation introduced by the user to the supplied equipment may degrade the instruments' EMC performance.

To avoid damages or burns, do not put the instrument in microwave oven. For yours and the instrument safety do not use or store the instrument in hazardous environments.

## Warranty

H196769 is warranted for two years against defects in workmanship and materials when used for its intended purpose and maintained according to the instructions. This warranty is limited to repair or replacement free of charge.

Damages due to accident, misuse, tampering or lack of prescribed maintenance are not covered.

If service is required, contact your local Hanna Instruments Office. If under warranty, report the model number, date of purchase, serial number and the nature of the failure. If the repair is not covered by the warranty, you will be notified of the charges incurred.

If the instrument is to be returned to Hanna Instruments, first obtain a Returned Goods Authorization Number from the Customer Service Department and then send it with shipment costs prepaid. When shipping any instrument, make sure it is properly packaged for complete protection.

To validate your warranty, fill out and return the enclosed warranty card within 14 days from the date of purchase.

Hanna Instruments reserves the right to modify the design, construction or appearance of its products without advance notice.

# World Headquarters

Hanna Instruments Inc. Highland Industrial Park 584 Park East Drive Woonsocket, RI 02895 USA www.hannainst.com

# **Local Office**

Hanna Instruments USA 270 George Washington Highway Smithfield, RI 02917 Phone: 800.426.6287 Fax: 401.765.7575 e-mail: tech@hannainst.com

